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1. INTRODUCTION

1.1. Purpose and Objectives

The purpose of this Support Services Agreement (SSA) is to provide documentation for services, space, and utilities provided by host VA organizations to supporting Office of Information & Technology Field Operations (OI&TFO) staff. The services, space and utilities referenced are located at **[Address Information]**. Any special needs or requirements will be documented as Non-Standard Services in Schedule B. Any adjustments or amendments made to this Agreement will be mutually agreed upon.

1.2. Parties to the agreement

This Agreement is made between **[VA facility]**, and **[VA OI&TFO staff]**.

1.3. Commencement Date

This Agreement will commence on **[date]**.

1.4. Duration of Agreement

This Agreement is for an initial three year period and is automatically renewable for a further twelve month period at the end of this initial period and on each subsequent anniversary of the Commencement Date unless 180 days prior written notice is received to terminate the agreement by either party.

1.5. Definitions

“Supplier” means the organization responsible for providing IT support.

“Client” means the business customer of the Supplier.

“Commencement date” means the date that the Agreement is considered to be effective.

“Key personnel” means those persons employed by the Supplier who have a key role in the delivery of the services to the Client.

“Non-standard services” means those services, which are customized to meet the requirements of the Client.

“Place of service delivery” means the address or addresses of the Client's or Supplier's premises where the Service delivery is deemed to take place.

“Problem escalation” means the agreed procedure for alerting and notifying increasingly senior members of the Supplier's management of the non-resolution of problems.

“Problem management” means the agreed procedures for providing support and problem resolution services to the Client.

“Service availability” means the times and periods that the Supplier will make the Services available to the Client.

“Service component” means a divisible and identifiable part of the overall Services to be delivered.

“Service review meetings” means regular meetings that are held between representatives of the Supplier and the Client specifically to discuss issues arising from the delivery of the Services including the performance of the Service delivery.

“Standard services” means those Services that the Facility delivers to OI&TFO staff without significant customisation.

2. SCOPE OF WORK

2.1. Standard services

Standard services to be delivered under this Agreement are as listed, described and specified in Schedule A to this Agreement. VBA and VHA agree to continue to pay for the maintenance and operations of the entire facility, but the data center including OI&TFO office/work areas and telecommunications closets will continue to be managed by OI&T.

2.2. Non-standard services

Non-standard services to be delivered under this Agreement are as listed, described and specified in Schedule B to this Agreement.

2.3. Service Availability

The availability, operational reliability and response times of the Services to be delivered under this Agreement are as specified in Schedule C to this Agreement.

2.4. Place of Service delivery

The Services covered by this Agreement are to be delivered at the address or addresses given in Schedule D to this Agreement.

2.5. Changes to Services

Either party may propose changes to the scope, nature or time schedule of the Services being performed under this Service Level Agreement. The parties will mutually agree to any proposed changes. All changes are to be subject to the change control procedures included in Schedule E to this Agreement and must be approved in writing by both parties.

3. PERFORMANCE, TRACKING AND REPORTING

3.1. Key Personnel Changes

Key facility personnel do not have to be specifically named within this Agreement. However, the facility will notify OI&TFO staff in advance of changes to any key personnel that may affect delivery of Services.

3.2. How each service will be monitored

The performance of each individual Service will be monitored. The methodology to be used in each case is outlined in Schedule F to this Agreement.

3.3. Measurements used

The metrics to be used in the measurement of performance levels are defined in Schedule F to this Agreement.

3.4. Service Level Reporting

The OI&TFO staff will provide the Facility general service level reports on a quarterly basis. Reports will focus on perceived shortfalls with sufficient explanatory narrative to enable third party arbitration if necessary. These reports are to be provided within ten working days after the end of each quarter. The reports required in support of this Agreement are defined in Schedule G to this Agreement.

3.5. Service Review Meetings

Service Review meetings will be held on quarterly basis. The issues to be covered will include (as applicable):

- Support Service
- Human Resources
- Finance
- Safety, Physical Security & Fire Protection
- Space, Utilities and Building Maintenance
- Tasks, Assignments & Accounting

4. PROBLEM MANAGEMENT

4.1. Facility Services

The Facility will provide ongoing assistance in support of OI&TFO staff mission objectives. Dispute resolution will include mechanisms designed to escalate any problems associated with Facility services provided to OI&TFO staff.

4.2. Problem Definition

Generally, the OI&TFO staff will introduce three types of facility-dependent, service oriented problems for resolution. Priority one (mission critical) problems are time-sensitive issues, which have direct and immediate impact on OI&TFO staff operations. Priority two (scheduled) will generally be acknowledged within two hours and resolved within 24 hours from receipt. Priority three (routine) events will require on-going assessment and evaluation until proper remedy is determined.

4.3. Problem Escalation

To ensure that the OI&TFO staff receive facility senior management attention on unresolved issues, the facility operates a problem escalation procedure. Any unresolved problems are notified to the facility operational and management personnel on a priority basis, dependent upon the severity of the problem. There are three levels of Problem Priorities and three levels of escalation. This escalation process is specified in Schedule H to this Agreement.

5. CUSTOMER DUTIES AND RESPONSIBILITIES

5.1. Facility personnel, facilities and resources

The Facility will ensure the OI&TFO staff have timely access to appropriate Facility personnel and will arrange for the OI&TFO staff to have suitable and safe access to the Facility's systems. The Facility will also provide suitable office space and associated resources for OI&TFO staff working on-site including all necessary computing and office support resources (see Schedule A for details).

5.2. Training on specialized equipment or tasks

The Facility agrees to provide an environment which allows that all end users maintain a working knowledge of their computing equipment and applications, including acquiring training when required. It is assumed that all customers have or will acquire basic computer literacy. Customers will utilize manuals, online help systems, training CD-ROMs, and other training resources for the applications they use frequently. It is understood that users must also become familiar with general desktop utilities of their PC operating system to "self-resolve" minor issues not requiring the technical skills of IT staff. Users, after proper training, should be able to establish desktop icons, create shortcuts to applications, save and archive critical data, create local files and folders and copy files to them, utilize the general features of Microsoft Office applications (Word, Excel, etc.), launch application installations and follow installation routines, and use centralized applications and utilities.

5.3. Approvals and Information

The Facility will respond within five working days, unless otherwise specified due to an emergency situation, to any OI&TFO staff requests to provide approvals or authorizations that are reasonably necessary to perform services.

6. WARRANTIES AND REMEDIES

6.1. Quality of Service

The Facility guarantees that the Services will be performed in a professional manner consistent with government standards applicable to such services. If OI&TFO staff state in writing that any part of this agreement has not been met, the facility will be required to correct any affected Services.

6.2. Remedies for discrepancies

In the event of any defective performance from the Facility, or failure to furnish the agreed level of service, the Facility will make reasonable efforts to restore the service to a good operating condition.

7. SECURITY

7.1. Physical Access

The Facility is to ensure that Ol&TFO employees and sub-contractors are granted all necessary access to premises and equipment on a 24/7 basis (see Schedule A).

7.2. Logical Access

The Facility is to ensure that Ol&TFO employees and sub-contractors are granted all necessary access to software and systems (see Schedule A).

7.3. Compliance with Facility Security Policies

The Facility will provide the Ol&TFO staff with up to date information on its site unique or site specific security policies and will keep the Ol&TFO staff informed about any changes to these policies.

7.4. Information and data security measures

The Facility will make every effort to ensure that its employees and representatives are fully aware of the risks associated with information and data security issues.

7.5. Disaster recovery

The Facility will provide the services and resources necessary to restore operations in the event of disaster. The Facility Continuity of Operations Plan should include restoration priorities for IT systems and dependent subsystems and identify special resources available in emergency situations. Embedded IT contingency plans should include implementation and pre-testing of IT systems as an integral part of the formal disaster recovery and business continuity planning.

8. LEGAL COMPLIANCE & RESOLUTION OF DISPUTES

8.1. Informal Resolution

In the event of dispute, the parties will attempt to resolve any such disputes through informal negotiation and discussion. Formal proceedings should not be commenced until such informal negotiations and discussions are concluded without resolution. —

9. TERMINATION

9.1. Termination after Initial Agreement Term

This Agreement commences on the Commencement Date for an initial period of three years. Thereafter, the Agreement will be automatically renewed annually for successive one-year periods unless notice is received 180 days before such annual expiration date.

10. GENERAL

10.1. Notices

Notices required under this Agreement are to be sent to the address and persons specified in Schedule I to this Agreement.

10.2. Standard of Care

Each party will act in good faith in the performance of its respective duties and responsibilities and will not unreasonably delay or withhold the giving of consent or approval required for the other party under this Agreement. Each party will provide an acceptable standard of care in its dealings with the other party and its employees.

10.3. Assignment

Neither party may assign or otherwise transfer this Agreement without the prior written consent of the other party. In the event that consent for assignment is given, the terms of this Agreement will be binding upon each party's respective successor.

10.4. Entire Agreement

This document constitutes the entire agreement between the parties and supersedes all other prior agreements between the parties for the provision of such services.

10.5. Severability

The provisions of this Agreement shall be deemed severable, and the unenforceability of any one of the provisions shall not affect the enforceability of other provisions. In the event that a provision is found to be unenforceable, the parties shall substitute that provision with an enforceable provision that preserves the original intent and position of the parties.

10.6. Changes to the Agreement

All changes to this Agreement must be approved in writing by authorized officials of both parties and follow the formal change control procedure set out in Schedule J to this Agreement.

10.7. Exhibits

The Schedules referred to in, and attached to, this document are to be considered an integral part of this Agreement.

11. SIGNATURES

The members of VA’s Executive Leadership Team affix their signatures indicating their approval of this IT Realignment Support Service Agreement. —

Michael J. Kussman, MD	Acting Under Secretary for Health	_____
Daniel L. Cooper	Under Secretary for Benefits	_____
William F. Tuerk	Under Secretary for Memorial Affairs	_____
George J. Opfer	Inspector General	_____
Lisette M. Mondello	Assistant Secretary for Public and Intergovernmental Affairs	_____
Robert J. Henke	Assistant Secretary for Management	_____
Robert T. Howard	Senior Advisor to the Deputy Secretary Supervisor, Office of Information & Technology	_____
R. Allen Pittman	Assistant Secretary for Human Resources and Administration	_____
Patrick W. Dunne	Assistant Secretary for Policy, Planning and Preparedness	_____
Thomas Harvey	Assistant Secretary for Congressional and Legislative Affairs	_____
James P. Terry	Board of Veterans’ Appeals	_____
Tim S. McClain	General Counsel	_____

<p style="text-align: center;">SCHEDULE A – STANDARD SERVICES THAT FACILITIES WILL PROVIDE OI&TFO STAFF</p>
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ADMINISTRATION:

Support Services:

- The facility will provide transportation and travel support, to include vehicles suitable for transporting staff and equipment to out-based activities as well as support for the issuance and control of travel Credit Cards and purchase cards.
- The facility will support telephone workstation configurations, which enhance Helpdesk support and customer call accounting.
- The facility will provide copy and document reproduction Services.
- The facility will provide equipment and office supplies, to include copiers, faxes, scanners, and incidentals, such as security folders, toners, CDs, paper, pencils, calendars and other standard office supplies.
- The facility will provide off-site media storage for the station's backup media as specified in the COOP.
- The facility will provide all supplies for Federal Express packages to be shipped out. Facility account number will be used for all shipments.
- The facility will provide mail pickup, delivery and postal services.

- The facility will provide necessary clerical support to develop, process and maintain IT and security related documents and files.
- The facility will provide access 24 hours a day, 7 days a week to Facility areas containing IT equipment or supporting communications plants.
- The facility will manage any VA-sponsored childcare subsidies for eligible OI&TFO personnel.

Human Resources:

- The facility will obtain Official Personnel Folders (OPF) from appropriate locations.
- The facility will provide manager and employee advice, access to employee assistance programs, and guidance on items such as new employee orientation, leave, basic benefits, retirement counseling, recruitment, retention, and adverse actions.
- All current HR Services and service levels will continue to be maintained at their current facility or servicing facility. The only exception will be that classification of all IT related position descriptions (PD's) affected by the realignment will be centralized to the Office of Information and Technology (OI&T). All PD's needing classification should be forwarded to OI&T Human Resources, 005B2. Electronic submission using email, etc, is highly desirable to expedite the process.
- The facility will initiate and follow-up on background investigations.
- The facility will provide fingerprint services as required.

Finance:

The facility will provide payroll and financial support services as follows:

- Station Time Keeper Support
- ETA Training for OI&TFO Timekeepers
- TSP changes – Payroll inputs the initial election (amount) for new employees
- Payroll Deduction
- Change T&L numbers
- Leave Adjustments
- Money Adjustments
- Military Service Deposits
- Garnishments/Child Support Awards
- Personnel Actions
- Leave Donation
- Retirement/Disability Retirement – Lump Sums/Form 2821/Form 1150
- Travel Claim adjudication and reimbursements
- Budgetary allocation/distribution

SAFETY, PHYSICAL SECURITY, AND FIRE PROTECTION:

The facility will provide a comprehensive fire, safety, health, and security program in accordance with rules and regulations established by the Department of Veterans Affairs, NFPA, ADA, Life Safety Code, and other relevant codes and standards. Safety and Security services include:

- Conducting annual and quarterly drills, reviews, walkthroughs and meetings.
- Extend any existing guard services to include IT/ISO staff.
- Support from the local fire department for ambulance and fire support.
- Support for maintenance of all safety and security equipment such as sprinkler system, fire extinguishers, fire alarm systems, door alarms, smoke detectors, emergency back up lighting, and fire doors.
- Training for fire, safety, health and security issues.
- Providing appropriate badge entry systems, building and room access, and employee and visitor badges.
- The IT staff and ISO will be included in emergency preparation, planning meetings and program development.

SPACE, UTILITIES, AND BUILDING MAINTENANCE:

- The facility will provide contiguous secure working space consistent with VA standards for security, grade level, function, and mission. Space will include work areas for computer repair and sufficient storage for spare equipment. The facility will provide necessary office and workbench furniture.

- The facility will provide the ISO office spaces conducive to private discussion and review of sensitive documents as well as a contiguous area equipped with Locking File Cabinets for secure long-term storage of Sensitive Information. Security process workflow dictates ISO area is within close proximity of the Facility Director.
- The facility will provide, in addition to the professional spaces defined above, appropriate common areas such as washrooms, break rooms with vending machines, and parking facilities.
- The facility will provide and maintain all utilities, including heat, ventilation, air conditioning, humidification, water, electricity, and lighting, when the OI&TFO staff is on duty.
- The facility will provide service, maintenance and assistance for the following items:
 1. Maintenance of building and grounds, including raised floor, walls, ceilings, power distribution units, uninterruptible power supplies and other building structures, (this also includes Engineering Consulting services for specialized equipment, power needs, room layouts, Auto CAD drawing services, and construction and rehabilitation services and administration thereof).
 2. Housekeeping services.
 3. Miscellaneous repair and relocation of furniture, electrical and computer cabling within the allocated space, and assembly of furniture procured by the Resident Organizations.
 4. Provide recycling, shredding, and scrap disposal services.

TASKS, ASSIGNMENTS and ACCOUNTING:

The facility will provide a complete listing and description of possible IT support scenarios and tasks. Mechanisms for requesting and documenting support may vary but should include areas describing timeline, task, and identification and signature of authorized requestor. The following describes minimum requirements in the assignment and requesting process between supported VA entity and IT element for typical tasks.

Equipment moves: Minimum 5 business days formal notice is required for equipment moves or as agreed to by OI&TFO staff and the Client. Local project work requests authorized at the division level are required. Engineering complications requiring new cable runs or drop relocations will require individual job estimates.

- **Personnel moves:** Minimum 5 business days formal notice, or as agreed to by OI&TFO staff and the Client, from division level authority-identifying individual.
- **New Equipment Distribution:** IT staff will distribute equipment as directed by the Facility Director. Timelines for distribution will be consistent with type and quantity of equipment received. The Facility director will provide specific lists as to who receives new equipment.
- **Out-based Support:** Lead time for out-based support will be consistent with support required and distance to the out-based location. Facility will provide transportation as necessary.
- **Engineering:** Cable plant expansion or modification requires detailed schema and timeline consistent with extent of effort. Funding for cable plant expansion as part of station, non-recurring maintenance (NRM) and Major/Minor construction projects must come from the project budget and not the IT Appropriation. OI&TFO staff should be involved at all stages of project planning and execution.

- **Network Connections:** The Facility will uphold local responsibilities for providing authorized, active connections to the VA network that adequately support all equipment and applications. Connections not meeting VA standards are considered a threat to the VA infrastructure and will be disconnected by IT staff when identified.
- **Physical Security:** The Facility will establish and maintain an appropriate environment that ensures the physical security of information and equipment in accordance with VA policy.
- **IT Purchasing Standards:** The Facility agrees to maintain compliance with all hardware purchasing standards and software licensing requirements. The Facility understands that IT items must be procured only from the IT Appropriation by authorized OI&TFO staff. OI&TFO staff will provide no support for discouraged or prohibited applications and will remove them if found and that IT support for centralized administrative applications is limited to support for the Facility software rather than the applications themselves.
- **IT Mission Planning:** Facility customers, and managers in particular, agree to take advantage of IT assistance with mission planning and keep IT informed about departmental computing issues. OI&TFO staff stationed at the Facility (e.g. Facility CIO) should be encouraged to join Facility operations and planning councils, committees and teams. The Facility commits to including the IT staff in early stages of program planning for any initiatives, which involve IT resources or services.

Standard services outlined in Schedule A, such as “Safety, Physical Security, and Fire Protection” and “Space, Utilities, and Building Maintenance,” will continue to be provided as part of NCA’s share of the costs for leased space from GSA and as managed by VA’s Office of Administration, Facilities Service.

Services such as background investigations and fingerprint services are provided through NCA's reimbursable agreement with the Security and Investigations Center.

SCHEDULE B – NON-STANDARD SERVICES

Schedule B provides a detailed list of the Non-standard or customized Services that the Facility will provide under the terms of this Agreement.

There are presently no “non-standard” services identified.

SCHEDULE C – SERVICE AVAILABILITY

Schedule C provides a detailed list of the times and periods when the Standard and Non-standard Services will be available under the terms of this Agreement.

Standard services will be provided during normal operating hours of the facility. Any necessary services required during overtime events such as A/C, lighting, facility access, vehicle transport, etc., will be negotiated prior to non-standard work activity.

SCHEDULE D – PLACE OF DELIVERY

Schedule D provides the location or locations where the Standard and Non-standard Services will be delivered under the terms of this Agreement.

[Main VA Facility location address]

[Out-based VA facility locations]

[Others such as W-A-H, VSO's, OIG, Regional Counsel, et al]

SCHEDULE E – CHANGE CONTROL PROCEDURES

Schedule E provides information on the change control procedures to be followed when it is necessary to consider changes to Standard or Non-standard Services.

Changes requiring modification of the standard agreement must be negotiated and formalized by SSA principals and assignees.

The modification process requires detailed documentation of proposed changes for review by Facility and OI&TFO personnel. Unresolved issues will be escalated to higher authorities for final resolution.

SCHEDULE F – SERVICE MONITORING AND PERFORMANCE MEASUREMENT

Schedule F provides detailed information on the monitoring of Standard and Non-standard Services delivered and the metrics and other means to be applied to each Service component to measure the performance of the Services delivered under the terms of this Agreement.

Metrics associated with key support features are as follows:

Support Services:

Service	Metric	Metric Anomaly
Transportation and travel	Availability of suitable vehicles for transporting staff and equipment.	
Issue and control of travel credit cards and local purchase card	All authorized OI&TFO personnel are in receipt of travel credit cards. Provide local purchase card for specified OI&TFO personnel.	
Telephones (Local & long distance service)	Availability of appropriate telephone devices and configurations, including availability of local & long distance service.	
Copy and document reproduction services	Provide copier equipment and reproduction services as required.	
Office supplies	Provide office expendables.	
Off-site Media Storage	Backup media retained in safe off-site environment and avail 24/7 to OI&TFO staff.	
FEDEX services and	Funding and access to facility	

supplies Mail Pickup and Postal services	accounts, supplies, and postal services.	
OI&TFO Staff Clerical Support	Necessary clerical support for processing/filing/developing IT and security-related documents and files.	
24/7 access	OI&TFO staff access to facility areas containing IT equip or support cable/communications plants.	

Human Resources:

Service	Metric	Metric Anomaly
OPF Retrieval	HR will obtain OPF from appropriate locations within response time consistent with local policy.	
Career Counselling Services/ general HR advice and assistance	Expeditious response from HR on all A&A queries; response time consistent with local policy.	
Background Investigations	HR will conduct fingerprinting, submit required forms, and provide quarterly progress status reports concerning ongoing background investigations. The facility will initiate the follow-up on background investigations.	
New Employee Processing	HR will include OI&TFO personnel in New Employee orientations.	

Facility Guidance	The facility will provide manager and employee advice, access to employee assistance programs and guidance on items such as new employee orientation, leave, basic benefits, retirement counselling, recruitment, retention, and adverse actions.	
Fingerprinting	The facility will provide fingerprint services as required.	

Finance:

Service	Metric	Metric Anomaly
Station Payroll Clerk Support	Provide ETA training, TSP changes, Payroll Deduction, T&L changes, Leave Adjustments, Military Service Deposits, Garnishments/Child Support Awards and other Payroll-related support as required.	
Retirement/Disability Retirement; Lump Sums/Form 2821/Form 1150	Perform financial services necessary to accomplish retirement and lump sum payments.	
Travel Claim Adjudication and reimbursements	Examine claim submissions for completeness and adherence to VA regulation; deposit resolved claims as directed within 5 business days.	
Budgetary allocation/distribution	Distribute budget allocations as directed. Provide financial reports on demand within 2 business days.	

Safety, Physical Security & Fire Protection:

Service	Metric	Metric Anomaly
Include OI&TFO personnel and work area in comprehensive station fire, safety, health and security program	Include OI&TFO personnel in the conduct of annual and quarterly drills, reviews, walk-through and meetings.	
Extend existing guard service to OI&TFO personnel and work areas	Provide any required after hour guard protection consistent with business requirements. Respond to panic button alerts. Screen OI&TFO staff visitors.	
Support for local fire department and ambulance response	Include OI&TFO personnel and workspaces in any station agreements related to fire/emergency response units.	
Maintenance for safety, and security systems and alarms.	Ensure fire suppression systems, fire alarm systems, door alarms, emergency backup lighting, fire doors and other safety devices are inspected as required by VA.	
Safety/security-related Training	Provide staff training for misc safety, health and security issues.	
Government IDs	Provide appropriate badge entry, business/room access and employee/visitor badges.	
Emergency Preparation	OI&TFO staff will be represented in emergency preparation, planning meetings and program development.	

Space, Utilities & Building Maintenance:

Service	Metric	Metric Anomaly
IT work space	Contiguous secure space consistent with VA standards for security, grade level, function and mission.	
ISO work space	Contiguous area equipped with locking file cabinets in proximity to supported facility director.	
Common Areas	Access to gender specific washrooms, break rooms, cafeteria, parking facilities etc.	
Facility provided utilities	Provide and maintain all utilities including heat, ventilation, A/C, humidification, water, power & lighting when the OI&TFO staff are on duty.	
General Facility Maintenance for OI&TFO Staff	Housekeeping, misc repair and relocation of furniture, electrical and computer cabling, assembly relocation of furniture as required, general engineering maintenance support.	
Recycling/shredding/scrap disposal services	Facility manages all classified and unclassified waste IAW existing regulation.	

Tasks, Assignment & Accounting:

Service	Metric	Metric Anomaly
Equipment Moves	Minimum 5 business day formal notice required for equipment moves or as negotiated between the Facility and OI&TFO	
Project Requests	Formal requests for OI&TFO staff support must be initiated and authorized by designated Division Level personnel.	
New Equipment Distribution	New equipment will be distributed IAW written instructions provided by the facility directors. Timelines will be consistent with type and quantity of equipment received.	
Out-based Support	Lead-time for out-based support will be consistent with support required and distance to the out-based location. Funding for travel will be provided by OI&T.	
Engineering	Engineering modifications requires detailed schema and timelines consistent with the extent of effort.	

SCHEDULE G – SERVICE LEVEL REPORTING

Schedule G provides information on the Service level reports required under the terms of this Agreement.

Services provided will be evaluated and reported on a quarterly basis. Assuming services delivered are within agreed upon norms no further action will be required. Services discovered sub par will be monitored on a monthly basis until such time as errant service is corrected.

Reporting format will consist of items noted in Schedule F tables. The final column in each Schedule F table is designed to highlight deficiencies noted during that period of SSA review (see example below)

Tasks, Assignment & Accounting:

Service	Metric	Metric Anomaly
Minimum 5 business day notice for equipment moves	Work Order received at least 5 business days before completion date	X

SCHEDULE H– PROBLEM ESCALATION

Schedule H provides information of the Problem Escalation procedure to be applied to Standard and Non-standard Services deliverable under the terms of this Agreement. —

Three levels of escalation on unresolved issues:

1. Facility Division 1st Line Supervisor
2. Facility Division Chief
3. Facility Director

Areas requiring escalation will be elevated in proportion to the timeliness, criticality and severity of the event. Typically, unresolved service problems will be adjudicated between first line facility division supervisors and the OI&TFO staff. Facility Directors will be engaged should level 1 and 2 efforts go unresolved or if contacted by senior OI&TFO management. Resolution is expected at the lowest level as soon as practical.

SCHEDULE I - NOTICES

Schedule I provides address information and contact details for the serving of formal notices in writing to either the OI&TFO staff or the Facility under the terms of this Agreement.

[Contact information]

SCHEDULE J – CHANGES TO AGREEMENT

Schedule J provides information on the change control procedures to be followed when it is necessary to consider changes in this Agreement.

While changes to individual control procedures are monitored through provisions in Schedule E, changes to the agreement itself are governed separately in Schedule J. For example, if the length of the term of agreement required change, such changes would be documented under Schedule J. Further, any changes in principals would require documented changes in agreement.

Generally, changes in the agreement that significantly alter the scope, or intent of the agreement or introduce new affiliates and principals to the agreement would require renegotiation reconstitution, and republication of a new agreement.